

## CLAIM AMENDMENTS

### IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. **(Currently Amended)** A method for facilitating mediated virtual communication, comprising:

receiving, at a mediation system, a designation of an availability status of a mediation subscriber at a mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

**automatically** generating a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled commitment with a mediated party;

receiving, at the mediation system, an altered context component;

determining that the pending mediated commitment is affected by the altered context component; and

facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

2. **(Original)** The method of claim 1 wherein receiving an altered context component includes receiving an altered availability status.

3. **(Previously Presented)** The method of claim 1 wherein facilitating the mediated follow-through operation includes:

determining a revised follow-through action;

preparing a revised follow-through communication including the revised follow-through action; and

attempting to contact, via a mediated party communication device, the mediated party associated with the pending mediated commitment.

4. (Previously Presented) The method of claim 3 wherein facilitating the mediated follow-through operation includes transmitting, for reception by the mediated party communication device, the revised follow-through action in response to the mediated party being contacted.

5. (Previously Presented) The method of claim 4, further comprising:  
transmitting a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and

updating a mediated activity data set to reflect the postponement message being communicated.

6. (Previously Presented) The method of claim 4 wherein facilitating the mediated follow-through operation includes performing the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

7. (Previously Presented) The method of claim 6, further comprising:  
transmitting a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment; and

updating a mediated activity data set to reflect the postponement message being communicated.

8. (Previously Presented) The method of claim 6, further comprising:  
updating a mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

9. (Previously Presented) The method of claim 1 wherein facilitating the mediated follow-through operation includes:

determining a revised follow-through action;

preparing a revised follow-through communication including the revised follow-through action; and

attempting to contact, via the mediation subscriber communication device, the mediation subscriber associated with the pending mediated commitment.

10. (Previously Presented) The method of claim 9 wherein facilitating the mediated follow-through operation includes transmitting, for reception by the mediation subscriber communication device, the revised follow-through action in response to the mediation subscriber being contacted.

11. (Previously Presented) The method of claim 10, further comprising:  
transmitting a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

updating a mediated activity data set to reflect the postponement message being communicated.

12. (Previously Presented) The method of claim 10 wherein facilitating the mediated follow-through operation includes performing the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

13. (Previously Presented) The method of claim 12, further comprising:  
transmitting a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment; and  
updating a mediated activity data set to reflect the postponement message being communicated.

14. (Previously Presented) The method of claim 12, further comprising;  
updating a mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

15. **(Currently Amended)** A method for facilitating mediated virtual communication, comprising:  
receiving, at a mediation system, a designation of an availability status of a mediation subscriber at a mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

**automatically** generating a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled voice-based communication from the mediation subscriber to a mediated party;

receiving, at the mediation system, an altered availability status;  
determining that the pending mediated commitment is affected by the altered availability status; and

facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered availability status, thereby producing an altered mediated commitment, wherein facilitating the mediated follow-through operation includes determining a revised follow-through action and preparing a revised follow-through communication including the revised follow-through action.

16. (Previously Presented) The method of claim 15 wherein facilitating the mediated follow-through operation includes:

attempting to contact, via a mediated party communication device, the mediated party associated with the pending mediated commitment; and

transmitting, for reception by the mediated party communication device, the revised follow-through action in response to the mediated party being contacted.

17. (Previously Presented) The method of claim 16, further comprising:

transmitting a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and

updating a mediated activity data set to reflect the postponement message being communicated.

18. (Previously Presented) The method of claim 16 wherein facilitating the mediated follow-through operation includes performing the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

19. (Previously Presented) The method of claim 18, further comprising:

transmitting a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment;

updating a mediated activity data set to reflect the postponement message being communicated; and

updating the mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

20. (Previously Presented) The method of claim 15 wherein facilitating the mediated follow-through operation includes:

attempting to contact, via the mediation subscriber communication device, the mediation subscriber associated with the pending mediated commitment; and

transmitting, for reception by the mediation subscriber communication device, the revised follow-through action in response to the mediation subscriber being contacted.

21. (Previously Presented) The method of claim 20, further comprising:

transmitting a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

updating a mediated activity data set to reflect the postponement message being communicated.

22. (Previously Presented) The method of claim 20 wherein facilitating the mediated follow-through operation includes performing the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

23. (Previously Presented) The method of claim 22, further comprising:

transmitting a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment;

updating a mediated activity data set to reflect the postponement message being communicated; and

updating the mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

24. **(Currently Amended)** A computer program product comprising:  
a computer readable storage medium embedded with a computer program including instructions processable by a data processor to implement a mediation subscriber communication device;

the computer program capable of enabling a mediation system to:

receive a designation of an availability status of a mediation subscriber at the mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

**automatically** generate a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled commitment with a mediated party;

receive an altered context component;

determine that the pending mediated commitment is affected by the altered context component; and

facilitate a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

25. **(Previously Presented)** The computer program product of claim 24 wherein enabling the mediation system to receive the altered context component includes enabling the mediation system to receive an altered availability status.

26. **(Previously Presented)** The computer program product of claim 24 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a revised follow-through action;

prepare a revised follow-through communication including the revised follow-through action; and

attempt to contact, via a mediated party communication device, the mediated party associated with the pending mediated commitment.

27. (Previously Presented) The computer program product of claim 26 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to transmit, for reception by the mediated party communication device, the revised follow-through action in response to the mediated party being contacted.

28. (Previously Presented) The computer program product of claim 27 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and

update a mediated activity data set to reflect the postponement message being communicated.

29. (Previously Presented) The computer program product of claim 27 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

30. (Previously Presented) The computer program product of claim 29 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment; and

update a mediated activity data set to reflect the postponement message being communicated.



31. (Previously Presented) The computer program product of claim 29 wherein the computer program is further capable of enabling the mediation system to:

update a mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

32. (Previously Presented) The computer program product of claim 24 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a revised follow-through action;

prepare a revised follow-through communication including the revised follow-through action; and

attempt to contact, via the mediation subscriber communication device, the mediation subscriber associated with the pending mediated commitment.

33. (Previously Presented) The computer program product of claim 32 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to transmit, for reception by the mediation subscriber communication device, the revised follow-through action in response to the mediation subscriber being contacted.

34. (Previously Presented) The computer program product of claim 33 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

update a mediated activity data set to reflect the postponement message being communicated.

35. (Previously Presented) The computer program product of claim 33 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

36. (Previously Presented) The computer program product of claim 35 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment; and

update a mediated activity data set to reflect the postponement message being communicated.

37. (Previously Presented) The computer program product of claim 35 wherein the computer program is further capable of enabling the mediation system to:

update a mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

38. **(Currently Amended)** A computer program product for facilitating mediated virtual communication, comprising:

a computer readable storage medium embedded with a computer program including instructions processable by a data processor to implement a mediation subscriber communication device;

the computer program capable of enabling a mediation system to:

receive a designation of an availability status of a mediation subscriber at the mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at a mediation subscriber communication device;

automatically generate a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled voice-based communication from the mediation subscriber to a mediated party;

receive an altered availability status;

determine that the pending mediated commitment is affected by the altered availability status; and

facilitate a mediated follow-through operation for altering the pending mediated commitment according to the altered availability status, thereby producing an altered mediated commitment, wherein facilitating the mediated follow-through operation includes determining a revised follow-through action and preparing a revised follow-through communication including the revised follow-through action.

39. (Previously Presented) The computer program product of claim 38 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

attempting to contact, via a mediated party communication device, the mediated party associated with the pending mediated commitment; and

transmitting, for reception by the mediated party communication device, the revised follow-through action in response to the mediated party being contacted.

40. (Previously Presented) The computer program product of claim 39 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and

update a mediated activity data set to reflect the postponement message being communicated.

41. (Previously Presented) The computer program product of claim 39 wherein enabling the mediation system to facilitate the mediated follow-through operation includes

enabling the mediation system to perform the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

42. (Previously Presented) The computer program product of claim 41 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment;

update a mediated activity data set to reflect the postponement message being communicated; and

update the mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

43. (Previously Presented) The computer program product of claim 38 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

attempt to contact, via the mediation subscriber communication device, the mediation subscriber associated with the pending mediated commitment; and

transmit, for reception by the mediation subscriber communication device, the revised follow-through action in response to the mediation subscriber being contacted.

44. (Previously Presented) The computer program product of claim 43 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

update a mediated activity data set to reflect the postponement message being communicated.

45. (Previously Presented) The computer program product of claim 43 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform the mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

46. (Previously Presented) The computer program product of claim 45 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing the altered mediated commitment;

update a mediated activity data set to reflect the postponement message being communicated; and

update the mediated activity data set to reflect the altered mediated commitment in response to the mediated follow-through operation successfully producing the altered mediated commitment.

47. **(Currently Amended)** A system for facilitating mediated virtual communication, comprising:

a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:

receiving a designation of an availability status of a mediation subscriber at a mediation subscriber communication device, the availability status indicating an availability of the mediation subscriber for receiving voice-based communication at the mediation subscriber communication device;

**automatically** generating a pending mediated commitment based on the availability status, the pending mediated commitment indicating a scheduled commitment with a mediated party;

receiving an altered context component;

determining that the pending mediated commitment is affected by the altered context component; and

facilitating a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

48. (Original) The system of claim 47 wherein:

the mediation system includes a data packet client and a computer-telephone interface client; the data packet network includes a data packet server; and

the voice network includes a computer-telephone interface client sever and an interactive voice response system connected to the computer-telephone interface.